COVENTRYCARES™
of Kentucky
Lighting Your Path to Good Health

08/20/14

Via E-Mail

Wayne Dominick
Department for Medicaid Services
Cabinet for Health and Family Services
275 E. Main St. 6W-A
Frankfort, KY 40621

Re: Request for Corrective Action Plan-CC2014LOC-1

Dear Mr. Dominick:

Please accept this correspondence in response to your notification dated August 11, 2014 with regard to a request for a Corrective Action Plan for the following cited deficiency:

Identifying #	Contract Section	DEFICIENCY
CC2014LOC-1	39.4 Requirement of Corrective Action	Failure to Respond to a Letter of Concern

Per your communication, CoventryCares of Kentucky failed to respond to a Letter of Concern (LOC) within two (2) business days.

To ensure LOCs are responded to in a timely manner, the Plan Compliance Officer will acknowledge the receipt of the letter immediately and follow up with any results yielded from a fact finding investigation.

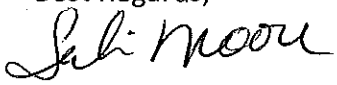
As the Plan Compliance Officer, I am requesting to be included on all notifications from the Commonwealth of Kentucky, Department of Medicaid Services, regarding Corrective Action Plans and Letters of Concern. Per our contract, Section 9.1 Administration/Staffing, "The Compliance Director shall serve as the primary contact for and facilitate communications between Contractor Leadership and the Department relating to Contract compliance issues." Once a notification is received, CoventryCares of Kentucky will gather pertain information to discover the accuracy, root cause, and possible solutions to the deficiency. CoventryCares of Kentucky will respond to Letters of Concern as outlined in the notifications. The Plan Compliance Officer will ensure the timely response of Letters of Concern pursuit to the

provisions of the Managed Care Contract between the Commonwealth of Kentucky and CoventryCares of Kentucky.

Please direct any email or telephone attempts to contact us regarding the status of CoventryCares of Kentucky's response to a Letters of Concern to myself, Sabrina Moore, Plan Compliance Officer, at mooreS8@aetna.com or 502-719-8809.

CoventryCares of Kentucky is committed to meeting our obligations. We believe this letter answers your concerns. Should you have any questions or concerns, please feel free to contact me.

Best Regards,



Sabrina Moore
Plan Compliance Officer

Cc: Michael Murphy